

## Emergency Numbers and Information

My PCP: \_\_\_\_\_  
Office Number: \_\_\_\_\_  
After Hours Number: \_\_\_\_\_  
Hospital: \_\_\_\_\_  
Urgent Care Center: \_\_\_\_\_  
Pharmacy: \_\_\_\_\_  
My Member ID Number: \_\_\_\_\_  
My Family's Member ID Numbers:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### Important Coventry Health Care of Louisiana Numbers

Customer Service: 1.877.906.4133

Transportation: 1.XXX.XXX.XXXX

24-Hour Nurse Line: 1.XXX.XXX.XXXX

Mental Health: 1.XXX.XXX.XXXX

Dental Health: 1.XXX.XXX.XXXX

### Emergency Numbers

Emergency: 911

Poison Control: 1.800.222.1222

Free interpreter services available for all languages.  
Call Customer Service at 1.877.906.4133.

<Spanish> Free interpreter services available for all languages.  
Call Customer Service at 1.877.906.4133.

<Vietnamese> Free interpreter services available for all languages.  
Call Customer Service at 1.877.906.4133.

## First Aid Tips

### HOW TO HANDLE NON-CRITICAL INJURIES AND ILLNESSES



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Metairie, LA 70002  
1.877.906.4133 (TTY: 711)

## Emergency Services

### When to Use the Emergency Department

#### What is an Emergency

A medical emergency is a condition that without immediate medical care could result in serious harm to your body or mental health. Emergency medical conditions also include threats to the health and safety of pregnant women or an unborn child.

#### When it is an Emergency

- Call your primary care physician (PCP), if there is time. He/she will help you decide what to do. If his/her office is closed, call your PCP's after-hours number.
- If you do not have time to call your PCP, go to the nearest hospital emergency department or call 911.
- Tell your PCP about the emergency as soon as possible.
- Go to your PCP (not the emergency department) for any follow-up care unless directed otherwise.

#### Be Prepared for Emergencies

- Keep your PCP's phone number and the Coventry Health Care of Louisiana's Customer Service number with you and near your phone.
- Know where the closest emergency department is.
- Always keep your Member ID card with you.
- If traveling, report any health care you receive to your PCP within 24 hours.

This information is to help you learn about your health. This information should not be used in place of treatment or advice from your PCP. You should call your PCP to find out more.

## Examples of Emergencies

- Hard time breathing
- Chest pain
- Choking
- Deep cuts/heavy bleeding
- Gun shot wound
- Broken bones
- Severe burns
- Convulsions
- Poisoning
- Fainting
- Vaginal bleeding in pregnancy
- Stroke

#### When it is NOT an Emergency

- Call your PCP or Customer Service at 1.877.906.4133 if you do not know your PCP's phone number.
- Follow your PCP's advice.
- These are usually NOT emergencies. Call your PCP for these problems:
  - Earaches
  - Sore throat
  - Backaches
  - Small cuts
  - Cold or flu
  - Toothache
  - Pink eye
  - Fever
  - Rashes
  - Bruises



## Burns

- Wash your hands with soap and water, then dry.
- Never put butter, greasy ointment or ice on a burn.
- Treat the burned area with cool (not cold or hot) running water for several minutes.

### Call your PCP if the burn blisters and is:

- On a child or elderly person.
- On more than one part of the body.
- Located on hands, face, feet or genitals.
- Caused by chemicals, not fire or water.

### Seek immediate medical attention if the burn is:

- Bigger than an entire arm or covers the whole belly.
- Blackened or the skin is coming off.

## Cuts/Bleeding

- Wash your hands with soap and water, then dry.
- Put pressure on the cut if it is bleeding. If possible, hold the cut area above the heart for 15 minutes.
- When the cut stops bleeding, clean the cut with soap and warm water.
- Put a clean bandage on it.
- If it starts bleeding again, put pressure on it.

### Seek immediate medical attention if the cut:

- Is deep.
- Will not stop bleeding.

## Insect Stings and Bites

- Wash your hands with soap and water, then dry.
- Try and remove the stinger if it is still in the skin.
- Wash the area with soap and water.
- Apply a cold pack or ice pack to the site. Apply for 20 minutes, then off for 20 minutes.
- Give a pain-reliever. Call your PCP to find out if you can give anything else.
- If the sting is in the mouth, call your PCP.

### Seek immediate medical attention if the person stung:

- Has problems breathing.
- Is faint or dizzy.
- Develops a raised rash in an area other than the sting area.

## Tick Bites

- Wash your hands with soap and water, then dry.
- Use tweezers to grab the tick at the head close to the skin. Pull until the tick lets go.
- Clean with alcohol.
- Do not use petroleum jelly or a lit match to kill and remove a tick.

### Seek immediate medical attention if within 2 weeks of the bite the person develops:

- Sudden high fever
- Severe headache
- Rash
- Deep muscle aches
- Tiredness
- Sick to your stomach

## Spider Bites

- Wash your hands with soap and water, then dry.
- Wash the bite area with soap and water.
- Apply a cool compress; 20 minutes on and 20 minutes off.
- Give a pain-reliever. Call your PCP to find out if you can give anything else.

### Seek immediate medical attention if you think the bite was from a brown recluse or black widow spider.

- Apply ice to the site and go to the ED.

## Vomiting

The biggest risk with vomiting is dehydration. Dehydration is when the body does not have enough fluid. Call the PCP when there are signs of dehydration:

- Dry "sticky" mouth and tongue
- No tears with crying
- Less than 4 wet diapers or no urine for 6–8 hours in children.
- Appears weak or limp.
- Not alert or playful.
- Deep, fast breathing.
- Dry, wrinkled or doughy looking skin.

## Other times to call the PCP:

- Vomiting with a fever (100.4 degrees for 6 months and younger, 101 degrees for a child over 6 months).
- Vomiting after a head injury.
- Forceful or projectile vomiting.
- Vomiting with severe stomach pain.
- The belly feels hard and bloated between vomiting.
- Vomiting blood.
- Vomit looks like coffee grounds.

## Broken bones

- If the bone is through the skin, apply pressure to stop any bleeding. Do not try and put the bone back in place.
- Sometimes only an x-ray can tell the difference between a break and a sprain or strain. Call your PCP to find out what to do.

### Seek immediate medical attention if the injury is to the neck or back. Do not move the person.

## Sprains or strains

- Rest the injured area.
- Apply ice packs every few hours for 10–15 minutes each time. Do this for the first 2 days to prevent swelling.
- Use a bandage wrap to decrease swelling.
- Raise the injured area on pillows, when possible, to decrease the swelling.
- Do not apply heat.
- Call your PCP if you are unsure if the injury is a sprain or broken bone.

## Fever

Fever is the body's way to fight an infection. Use a thermometer to measure the temperature of the fever. Digital thermometers are the easiest and safest. When you take a temperature, write down the time and the temperature. Your PCP will need to know the temperature when you call. You can take the temperature in different areas of the body. For all, wait 5 minutes for a manual thermometer or until a digital thermometer beeps.

- **For babies:** The bottom is the best place to take a temperature. Put petroleum jelly on the tip of the thermometer and barely insert into the baby's bottom.
- **For children or adults:** Put the tip of the thermometer under the tongue and close the lips. Do not allow the person to eat or drink for 30 minutes before taking the temperature.
- **For children:** Place in the armpit. The tip should be in the middle of the armpit with the arm down.

## What temperature is above normal?

- **Babies 0–3 months:** Above 100.4 degrees when the temperature is taken in the bottom. CALL the PCP immediately!
- **Babies 3–6 months:** Above 101 degrees. CALL the PCP immediately!
- **Children over 6 months:** Above 101 degrees.
- **Adults:** Above 101 degrees.

A fever does not always mean your child is really sick. Your child will be ok if he/she is more than 6 months old and:

- Wants to play
- Eats and drinks
- Looks around and smiles
- Has a normal skin color

Sometimes your child may breathe faster or his/her heart may beat faster because of a fever. That is normal. Call the PCP if there are problems breathing or breathing faster after the fever lowers.

